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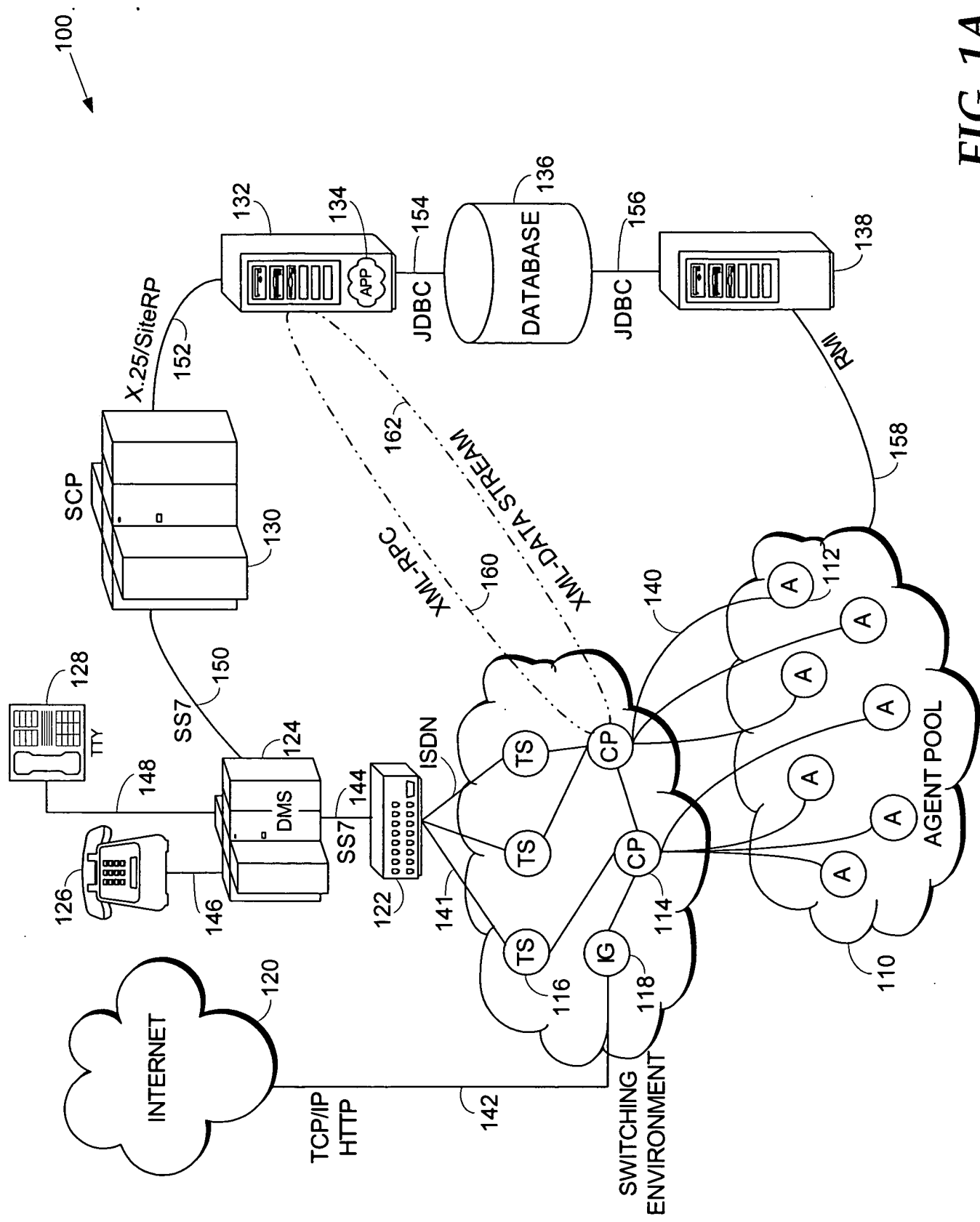
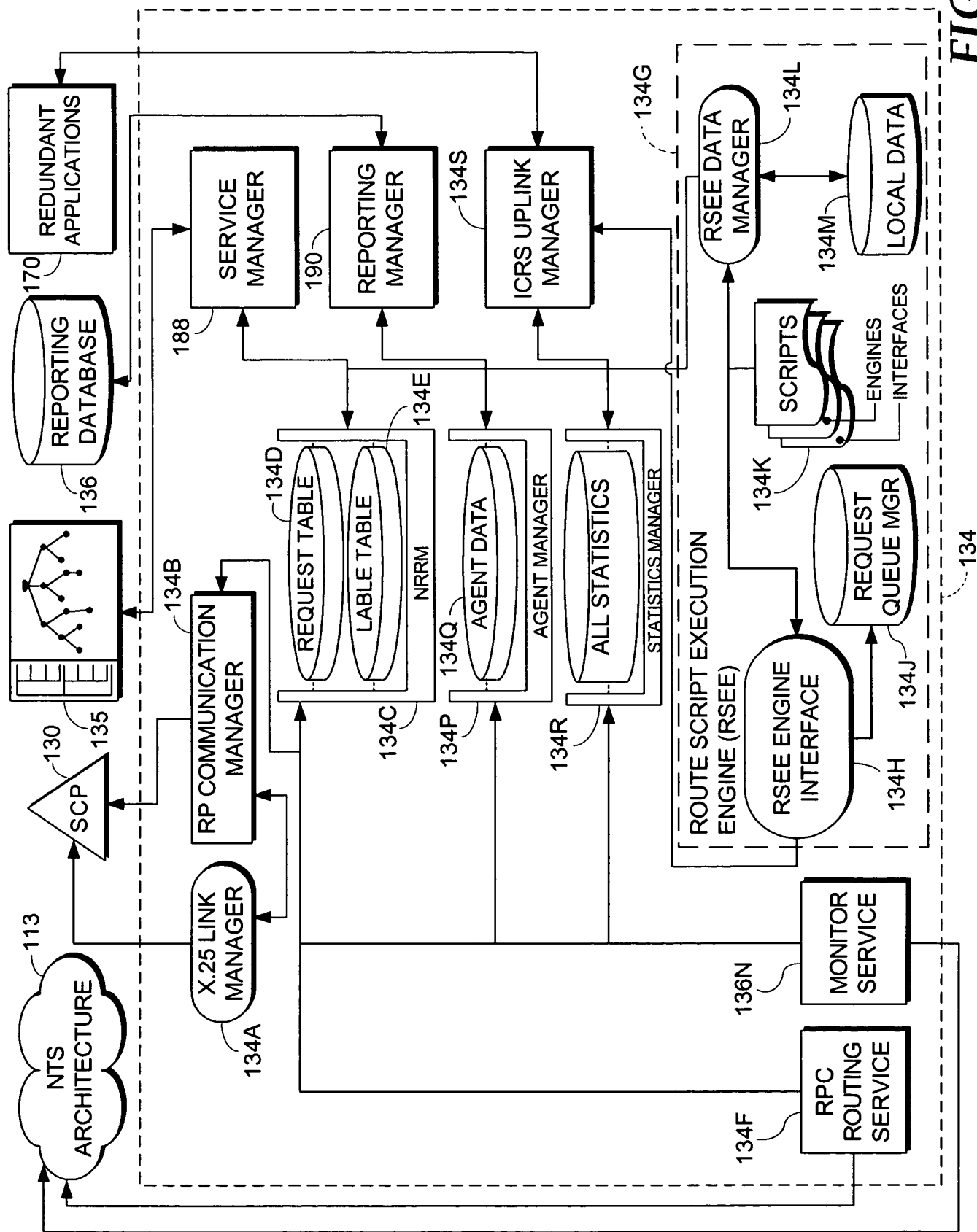


FIG. 1A



IF Setup Dialog

General Advanced Comment

Search List:

913-624-7068
913-624-2148
913-624-2114

OK Cancel Help

IF Setup Dialog

General Advanced Comment

Comments:

OK Cancel Help

IF Setup Dialog

General Advanced Comment

Name:

Define Expression:

List.search("9136242114")

Expression Builder

Next Action Node Definitions:

TRUE:

FALSE:

Action Definition:

☒ Expression Based

☐ List Search Based

OK Cancel Help

FIG. 2

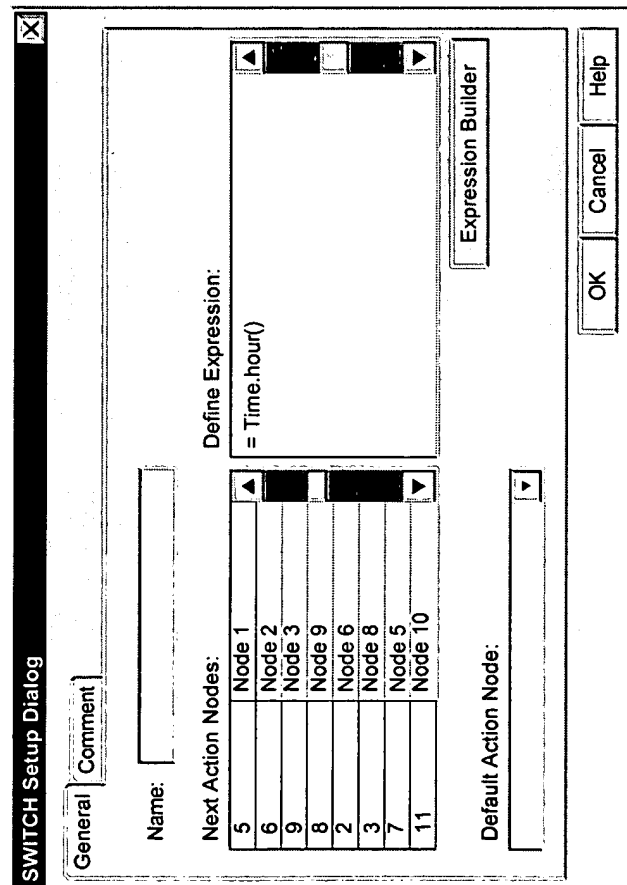
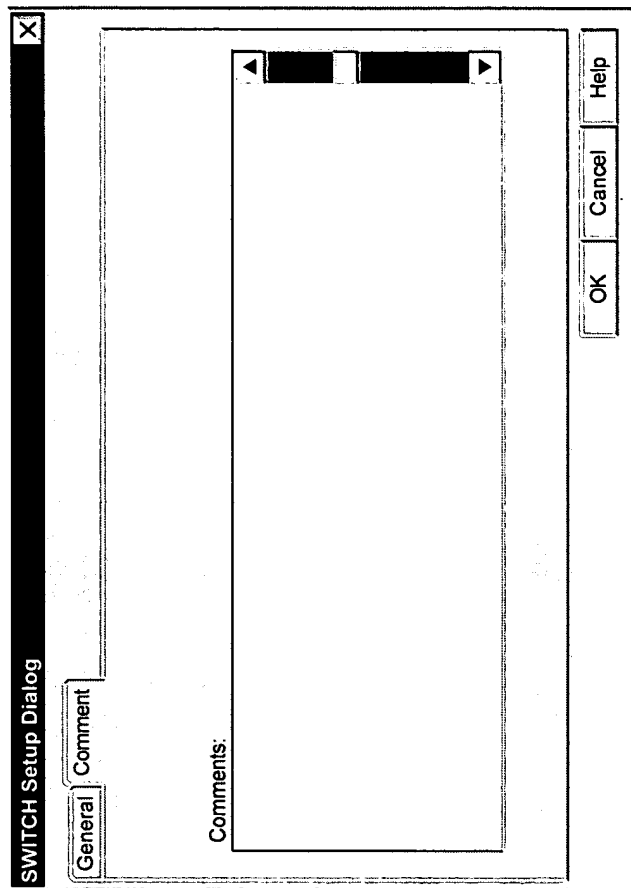


FIG. 3

DISTRIBUTE Setup Dialog

General

% Allocation

Comment

Allocate % by Node:

IND	25%	
LUB	10%	
AUST	10%	
MIA	5%	
FL	5%	
MAS	10%	
HA	15%	
CA	20%	

Total Percentage: 100%

OK

Cancel

Help

DISTRIBUTE Setup Dialog

General

% Allocation

Comment

Comments:

OK

Cancel

Help

DISTRIBUTE Setup Dialog

General

% Allocation

Comment

Name:

Next Action Nodes:

IND	Node 1	
LUB	Node 2	
AUST	Node 3	
MIA	Node 9	
FL	Node 6	
MAS	Node 8	
HA	Node 5	
CA	Node 10	

Action Definition:

☒ % Based Allocation

OK

Cancel

Help

FIG. 4

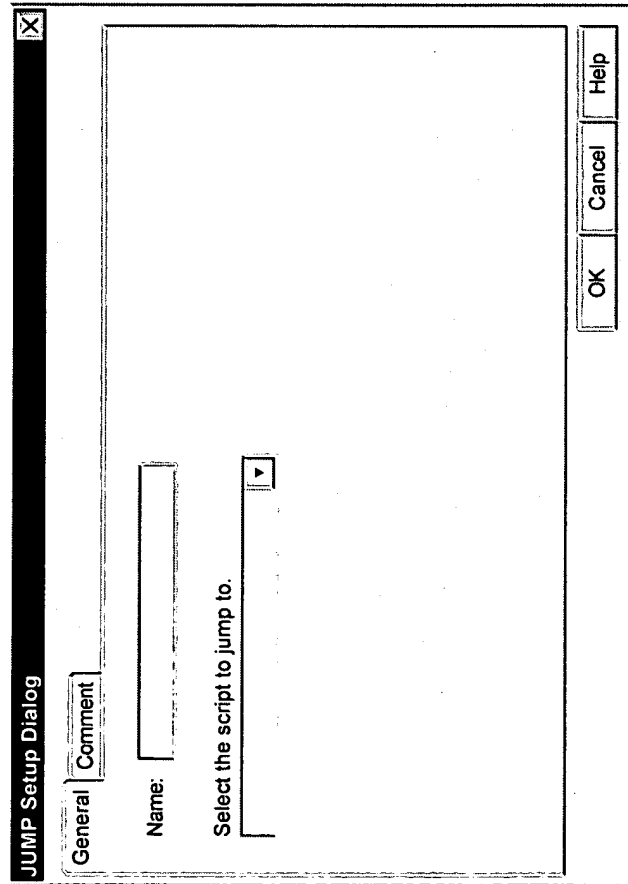
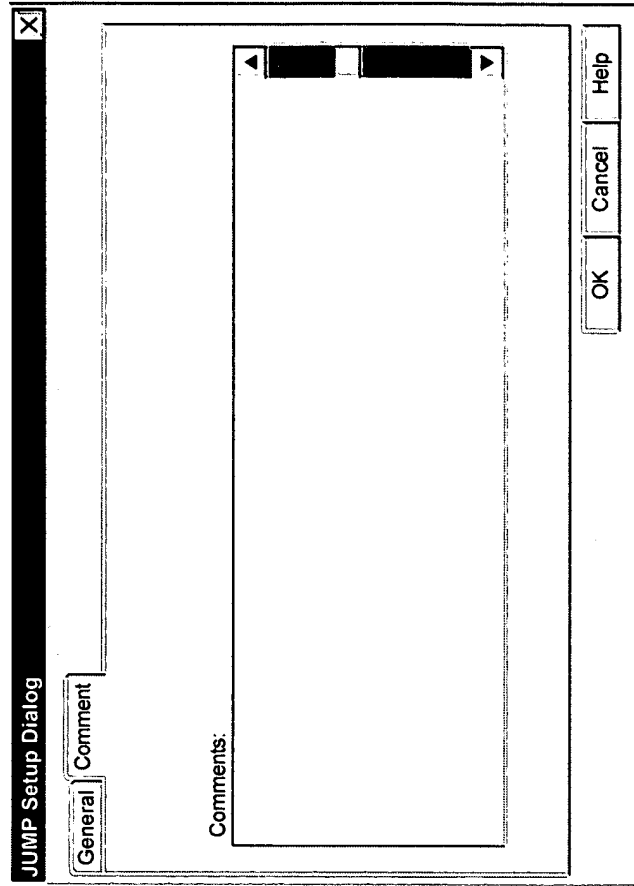


FIG. 5

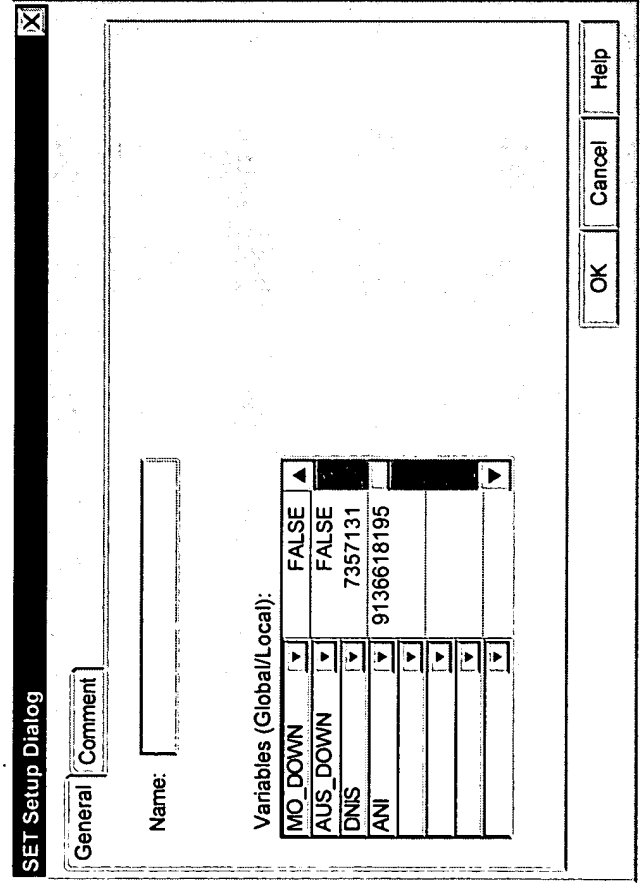
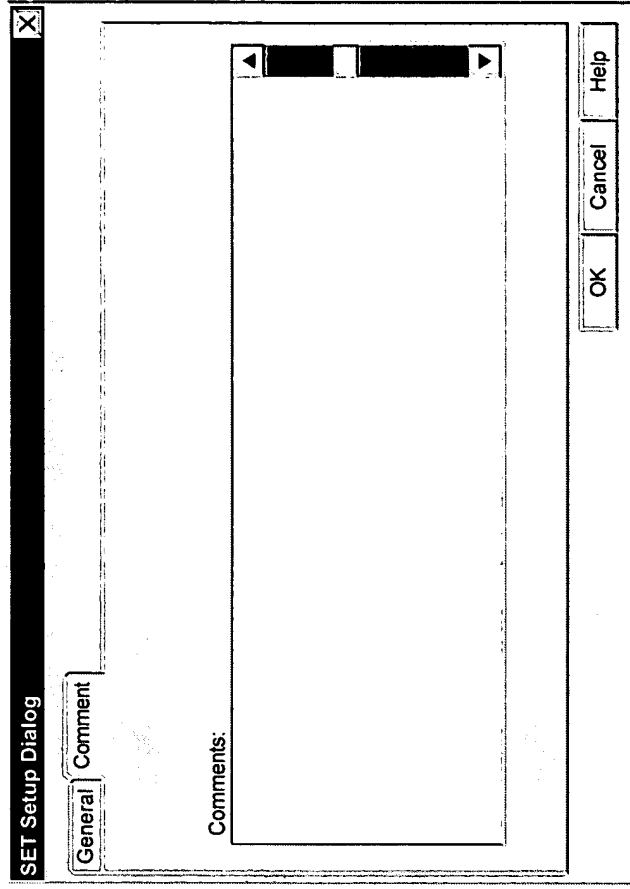


FIG. 6

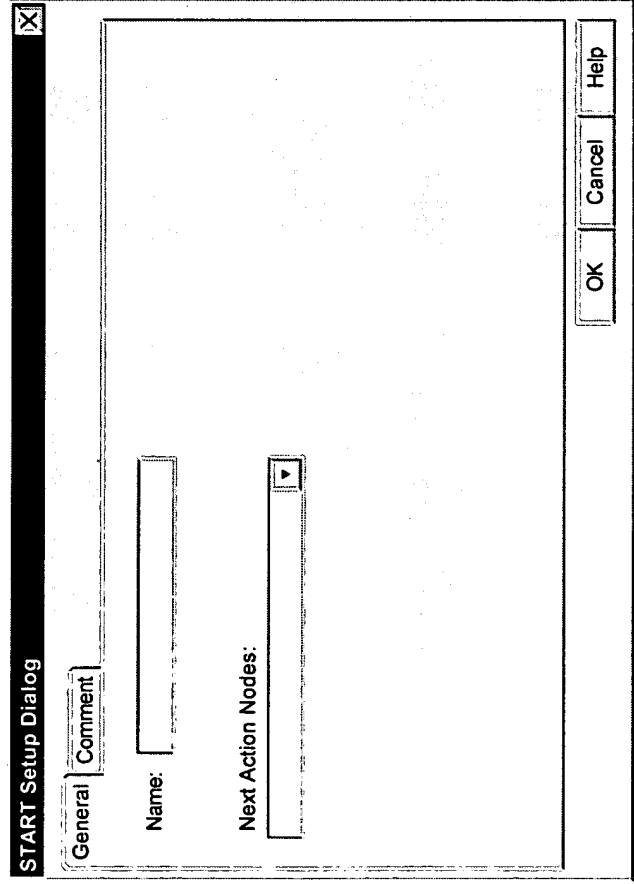
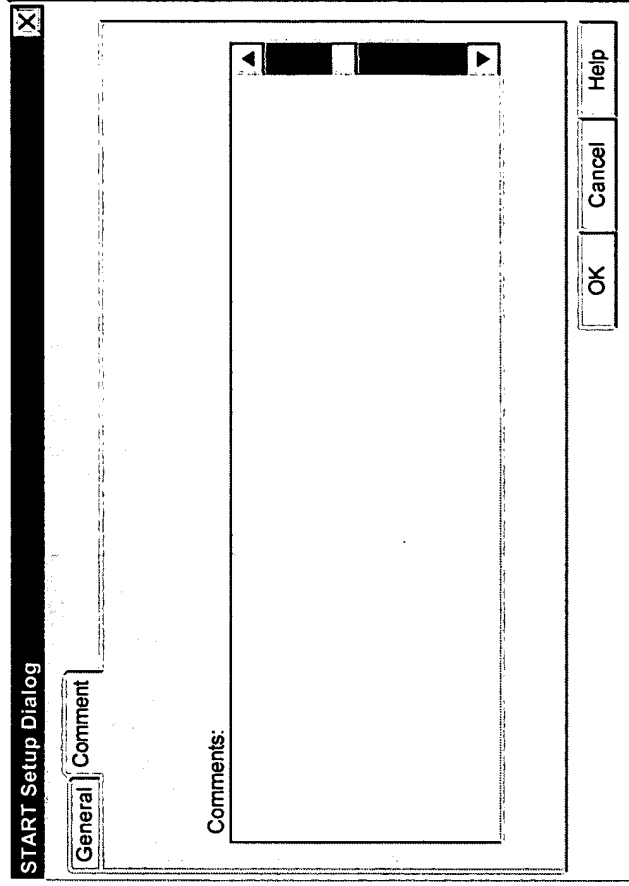


FIG. 7

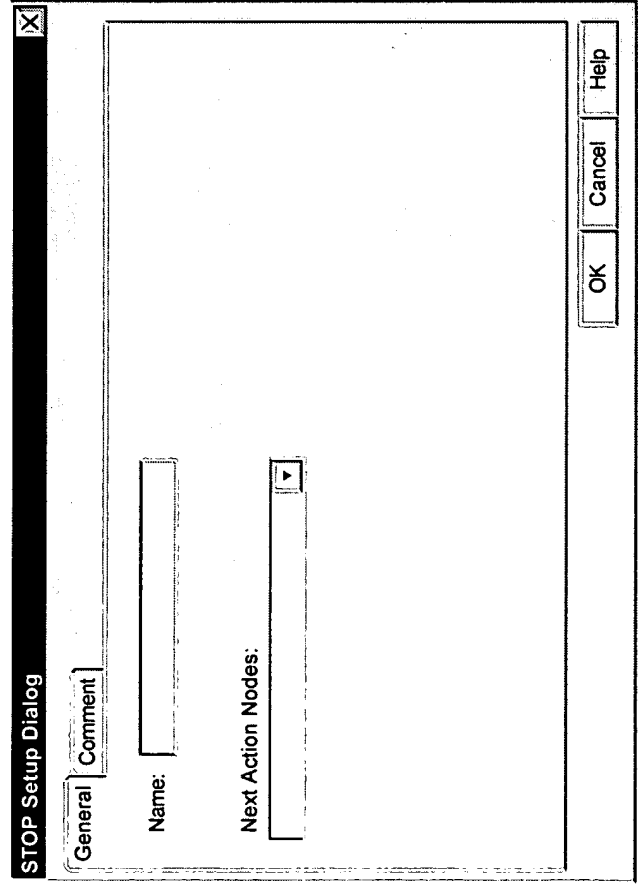
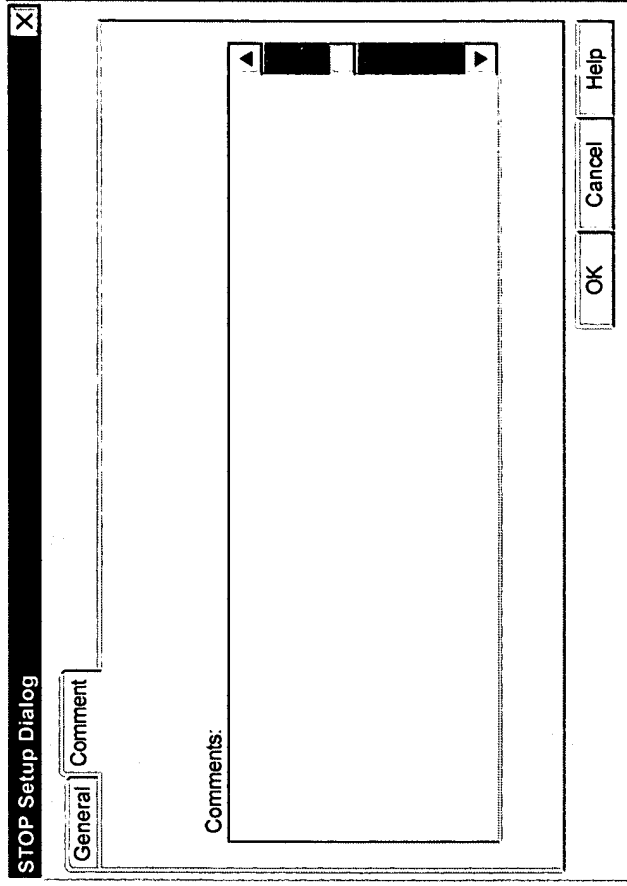


FIG. 8

SELECT Setup Dialog

General

Selection

Comment

Comments:

OK

Cancel

Help

SELECT Setup Dialog

General

Selection

Comment

Selection Algorithm:

Longest Available Agent (LLA)

Qualified Agent Pool:

Agent ID	Count	%	Status	Updated
256781m	56	5%	Avail	06:02:55:2357
265897m	89	8%	Busy	06:02:14:5417
892574m	59	5%	Busy	06:03:59:5687
125384m	68	6%	Avail	06:23:45:0968
789652m	71	7%	Avail	06:45:56:0658
963158m	82	8%	Busy	06:06:01:2596
121456m	88	9%	Training	06:23:13:1256

OK

Cancel

Help

SELECT Setup Dialog

General

Selection

Comment

Name:

Qualifying Attributes:

Gender	Language	Location					
Male	Spanish	Austin					

Default Definitions:

Next Action Node

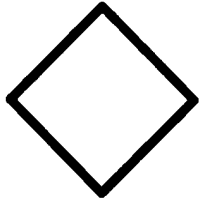
Queue Route-Request

OK

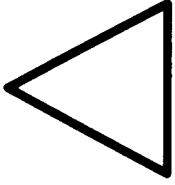
Cancel

Help

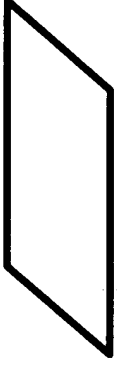
FIG. 9



IF



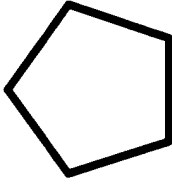
SWITCH



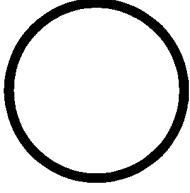
DISTRIBUTE



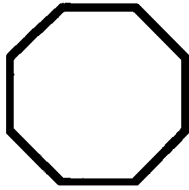
JUMP



SET



START



STOP



SELECT

FIG. 10A

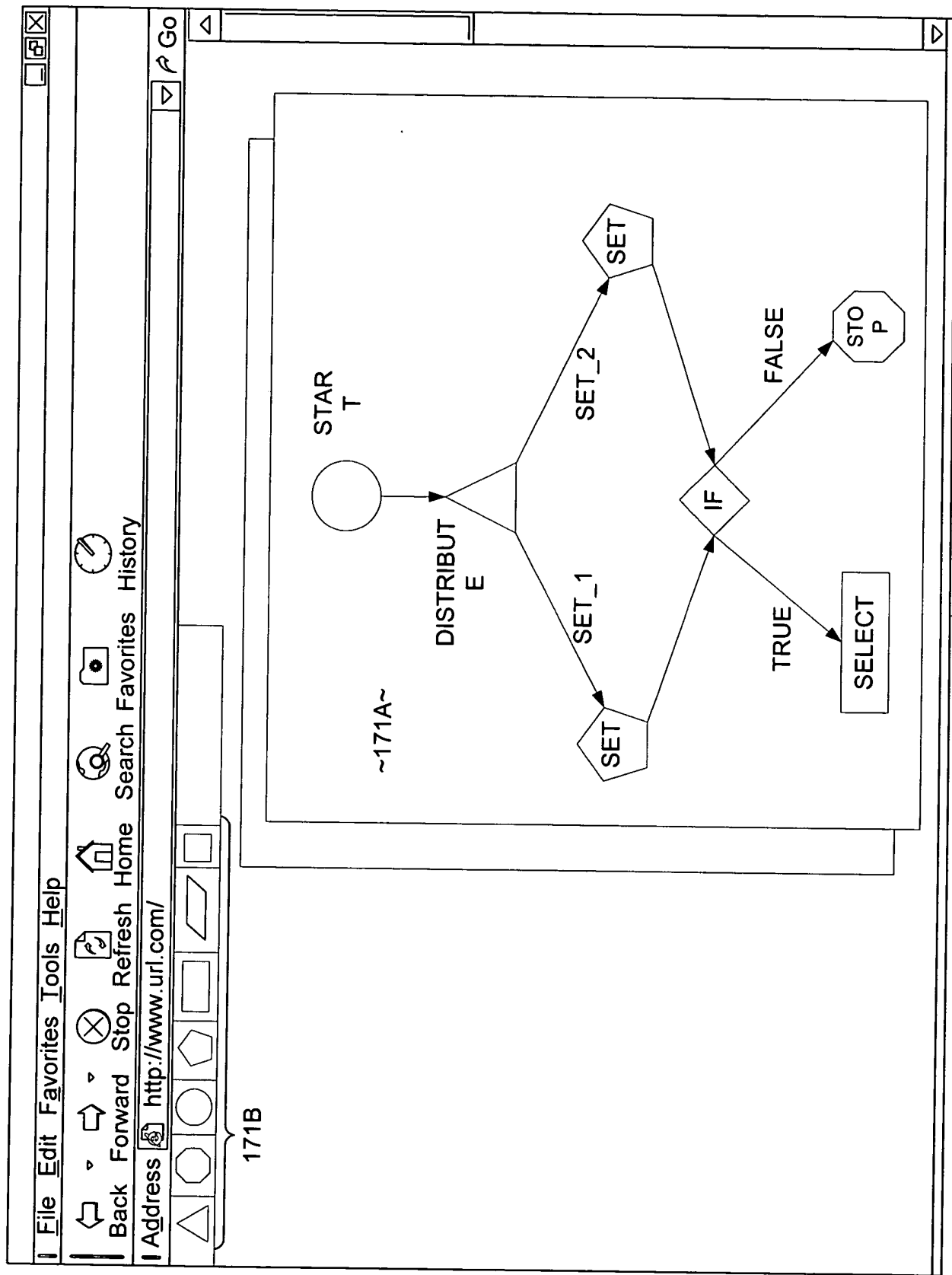


FIG. 10B

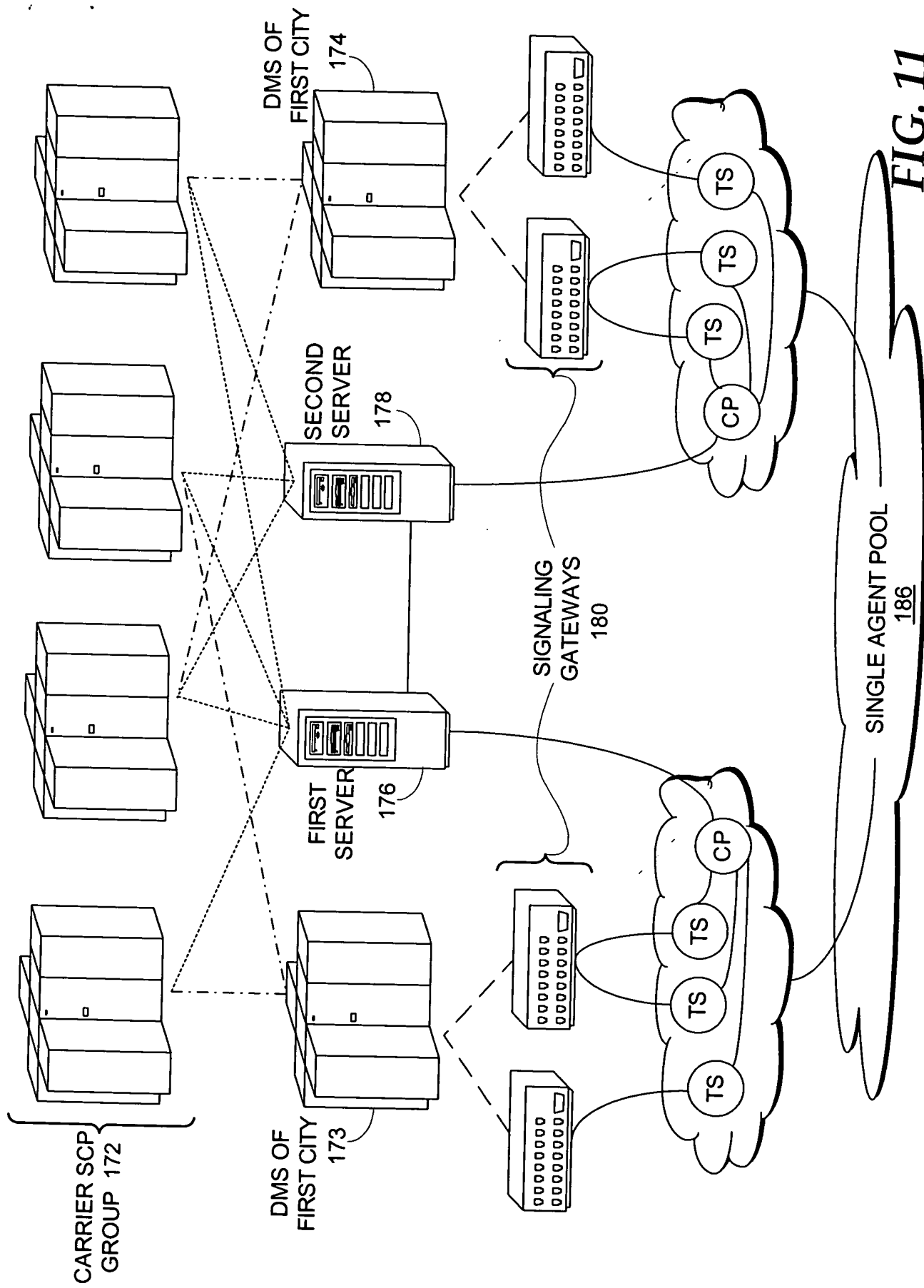


FIG. 11

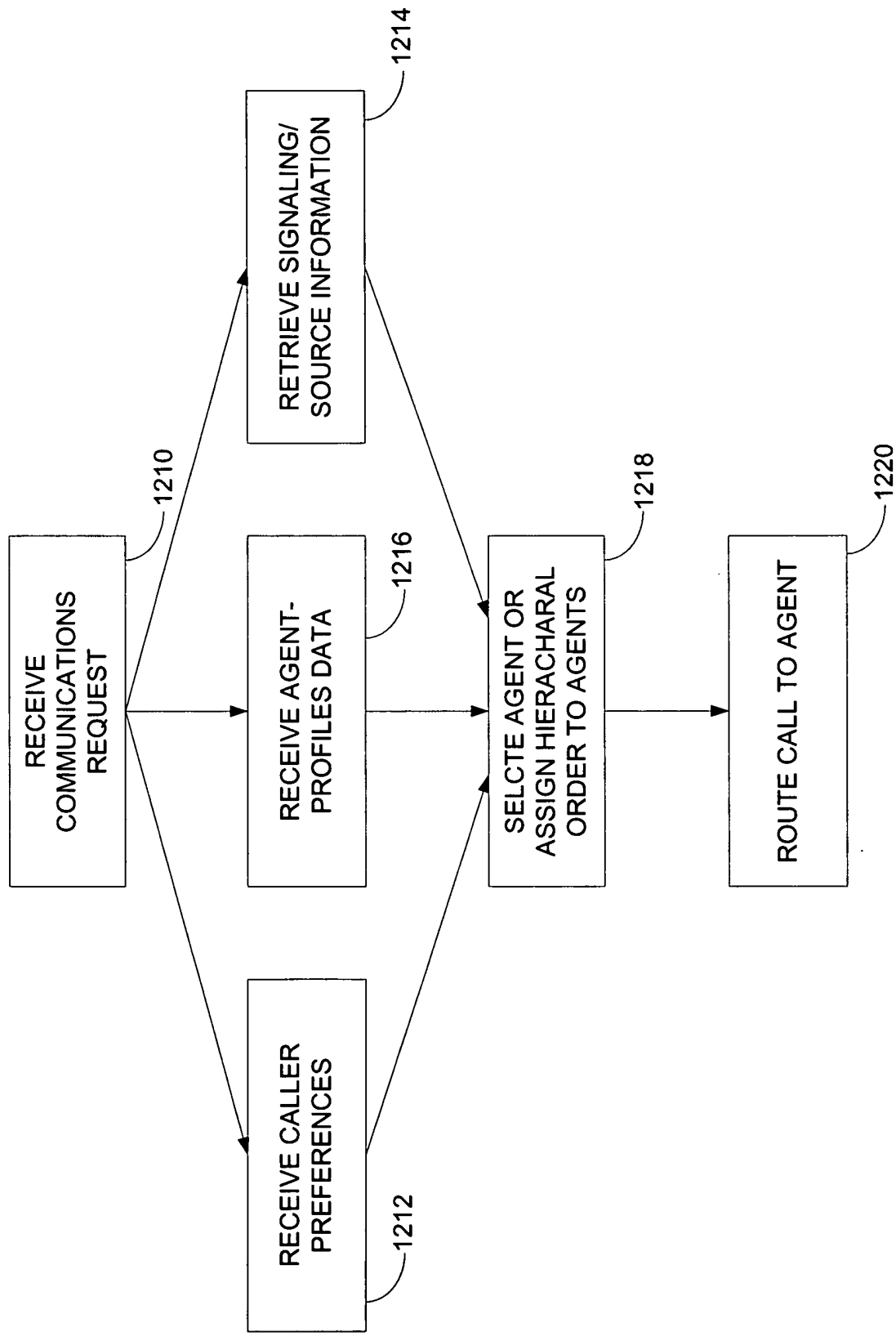


FIG. 12